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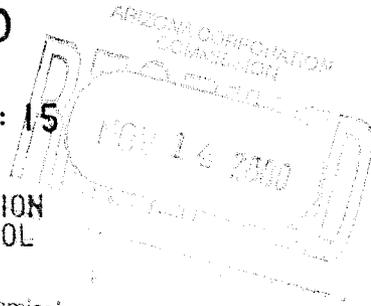
BUCKET T-010513-99-0105

RECEIVED
Hand
Center for Anorexia and Bulimia, Inc.

One E. Apache St. • Wickenburg, Arizona 85390 • (520) 684-3913

2000 NOV 16 P 1:15

AZ CORP COMMISSION
DOCUMENT CONTROL



November 6, 2000

Arizona Corporation Commission
DOCKETED

NOV 16 2000

Qwest Arizona Public Policy
Attention: Reed Peterson
3033 N. 3rd St. Room 1010
Phoenix, AZ 85012-3090

DOCKETED BY JM

Dear Mr. Peterson:

This letter is in response to the October 19, 2000 letter from Qwest informing us that you have filed for approval for a rate increase on all analog private line service.

It is extremely frustrating to me to hear that these rates are increasing. As a large business customer located in Wickenburg, Arizona, we have had constant problems with the quality of service interfacing with our business requirements. The analog line service is archaic at best and causes many difficulties in our daily operations. To increase the rate for a service that is not adequate is not acceptable to us.

I would appreciate knowing when Qwest intends to provide us, as a large business customer, with adequate digital service to meet the needs of our growing corporation. Your response is appreciated.

Thank you.

Sincerely,

Sallie Hershkowitz
Vice President of Support Services

cc: Arizona Corporation Commission ✓

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Janie Woller **PHONE** (602) 602-542-0821 **FAX:** (602) 602-542-2129

Priority: RESPOND WITHIN FIVE DAYS

COMPLAINT NO. 2000 - 180601

Date: 11/15/2000

COMPLAINT DESCRIPTION: 5E Quality of Service Outage/Interruptions

Complaint By: **First:** **Last:**
Sallie Hershkowitz

Account Name: Remuda Ranch **Home:**

Street: One E. Apache St. **Work:** (520) 684-3913 Ext.

City: Wickenburg **CBR:**

State: AZ **ZIP:** 85390- **is:**

Utility Company: Qwest Corporation

Division: Telephone

Contact Name: Mary Gavriila **Contact Phone:** (801)237-4125 - Fax 801-237-0149

Nature of Complaint:

Ms. Hershkowitz copied the Commission on her letter to Qwest. She says that they have constant problems with the quality of service interfacing with their business requirements. She says the analog line service is archaic at best and causes many difficulties in their daily operations. Ms. Hershkowitz wants to know Qwest intends to provide them with adequate digital service. When will adequate digital service be provided to Remuda Ranch?

Utilities' Response:

11/14/00 Qwest faxed copy of letter sent to Ms. Hershkowitz. The letter states the following: ". . . However, I would note, that testimony has already been provided by several parties which would indicate that analog line service, as a whole, is currently priced below Qwest's cost of providing the service. Therefore, there is a need to increase analog private line prices in order to avoid subsidizing the service through the prices charged for Qwest's other services.

Second, I note that you have already sent a copy of your letter to the Arizona Corporation Commission. I can assure you that the Commission will be monitoring this issue closely in the hearing that is scheduled for November 29th to consider evidence concerning this proposal. This increase will only become effective after the full Commission has had a chance to evaluate the evidence and vote on the proposal.

As for your second concern about not receiving adequate digital service, I am afraid that your letter didn't contain enough information for me to provide a specific response. If you have not been in contact with your account manager or called the business office to discuss your specific requirements, then I would urge you to do so."

Investigator's Comments and Disposition:

11/15/00 1:18 p.m. E-mailed to Qwest

11/16/00 9:50 a.m. I called Ms. Hershkowitz and informed her that I received a copy of Qwest's response to her letter. I left my name and number if I could be of further assistance. Closed.

Company Contacted On: 11/15/2000

Date Completed: 11/16/2000

COMPLAINT No. 20 - 180601



Qwest Corporation
 3033 North Third Street Suite 1001
 Phoenix, Arizona 85012
 Office 602-630-8221
 Fax 602-235-3107

Reed Peterson
 Manager - Regulatory Matters

November 13, 2000

Ms. Sallie Hershkowitz
 Vice President of Support Services
 Remuda Ranch
 One E. Apache St.
 Wickenburg, AZ 85390

Dear Ms. Hershkowitz:

This is in response to your November 6, 2000 letter concerning the notice you recently received about a proposed rate increase on Qwest's analog private line services. First, let me say that I appreciate and understand your concerns with the proposed increase and I will pass those concerns on to those who are responsible for making the pricing decisions for those services. However, I would note, that testimony has already been provided by several parties which would indicate that analog private line service, as a whole, is currently priced below Qwest's cost of providing the service. Therefore, there is a need to increase analog private line prices in order to avoid subsidizing the service through the prices charged for Qwest's other services.

Second, I note that you have already sent a copy of your letter to the Arizona Corporation Commission. I can assure you that the Commission will be monitoring this issue closely in the hearing that is scheduled for November 29th to consider evidence concerning this proposal. This increase will only become effective after the full Commission has had a chance to evaluate the evidence and vote on the proposal.

As for your second concern about not receiving adequate digital service, I am afraid that your letter didn't contain enough information for me to provide a specific response. If you have not been in contact with your account manager or called the business office to discuss your specific requirements, then I would urge you to do so.

Please let me know if you need any further information or if I can be of any assistance.

Sincerely,

Reed Peterson

Post-It® Fax Note	7671	Date	11-15	# of pages ▶
To	<i>Jane</i>	From	<i>Mary</i>	
Co./Dept.		Co.		
Phone #		Phone #		
Fax #		Fax #		